

TAR HEEL NEWS

2007-2008 NCD Board of Directors

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Jo Gillin CPS
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ON THE ROAD WITH MELISSA. . .

WOW!! Where does the time go? I can't believe that we are already on the final leg of our "Forward Moving" journey.

Those of you who could not be with us at the Leadership and Education Forum missed a wonderful weekend filled with training opportunities and fun. It was an exciting "Leaping Into Greatness" weekend. Be sure to read the article written by President-elect Hughes in this edition of the *Tar Heel News*. I echo President-elect Hughes' thanks to each of you who attended and to each of you who helped in any way. The weekend could not have been such a huge success without you.

We have good news from the February 29th membership reports! The North Carolina Division achieved a net gain of 14 members! Our 8% goal for the year is a net gain of 47 members. In order to meet our goal, we need to retain the members we have and recruit at least 34 new ones. With twenty chapters and five student chapters in the Division, this is not an insurmountable task. Chapters already showing a net gain in membership are the Metrolina Chapter (2), the Cabarrus Chapter (4), the Gastonia Chapter (8), the Greenville Chapter (5), the JOL Chapter (1), and the Winston-Salem Chapter (4). NCD Members-At-Large show an increase of 17 for the year. These gains have put the NCD in second place for the Southeast District and tenth place for the Association. There is still enough time to meet our goal and to garner first place, so let's "put the pedal to the metal" and finish this race with a strong last lap!



follow up with them later and invite them to visit your chapter meetings. I don't recommend high pressure tactics, but do make guests feel welcome to visit.

I am pleased to announce that transition of the Division website to the Community-Based Web Project (Online Community) has begun. I urge you to take a look at your first opportunity. The address is www.iaap-nc.org. There is more to come and your Division Board welcomes your suggestions. Being a part of the Online Community will allow updates and changes to be made more easily and quickly. So let us know what you think and what you would like to see on our website in the future.

I hope you are making plans to attend the NCD Annual Meeting in Winston-Salem on June 6-8. Registration information will be sent later this month. If you haven't already done so, go ahead and make your hotel reservations at the Twin City Quarter (Embassy Suites), 460 North Cherry Street, Winston-Salem, NC 27101 (Telephone: 336.724.2300). The Conference rate is \$129 per night (plus applicable taxes). Our Annual Meeting is where our Division's business is conducted. Officers for the 2008-2009 year will be elected and installed. Proposed amendments to our Bylaws and Standing Rules will be discussed and voted on. Awards and recognition will be given to chapters and individuals. Be sure a delegate from your chapter attends to cast your chapter's vote and that you are there to see it all take place. And don't forget about all the fun we'll have as we reunite with old friends and as we make new ones. (continued-Page 4)-

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NCD FUNDRAISERS AND AWARDS

By Gail Belanger—NCD Vice President

Fundraisers—

I am delighted to announce the final North Carolina Division fundraiser for this IAAP year! One lucky winner will leave Winston-Salem with a luxurious Spa Basket filled with all the necessary ingredients for a private retreat experience in the comfort of their home. Included in the Spa Basket is a \$50.00 Visa card that can be used to add that something special to enhance the experience!

As with the previous raffles, the proceeds will be split between the North Carolina Division and any



participating chapters. Each chapter that participates will retain 25% of the proceeds from their ticket sales for their treasury. The remaining 75% will go into the Division treasury. The drawing for the raffle will be at the Annual Meeting on Friday, June 6, 2008, at the Evening of Entertainment. Mark your calendars and plan to join your North Carolina Division Board and your fellow members in Winston-Salem. You can't win if you don't participate, and you are going to want to take this basket home with you on Sunday. What a perfect way to end a perfect weekend....relaxing in your tub with all your special spa treats. I hope the winner is YOU!!

CHAPTER MILESTONES

Congratulations to the following chapters on their anniversary:

Raleigh Chapter — 48 yrs. March
Greenville Chapter — 35 yrs. May
Cabarrus Chapter—13 yrs. April

Special congratulations to two chapters celebrating 60 yrs. :

Hickory Chapter—February 2008
O. Henry Chapter— March 2008

We will also be offering sweet delectables to entice even the most discriminating palate. Be sure to pick something up when you stop by to check out the Spa Basket and to get that additional ticket. That little touch of sugar will give you just the boost you need to explore Winston-Salem on Saturday afternoon.

We are proud to have available for purchase North Carolina Division IAAP License Plate Frames. You will want to put one on each vehicle you own. Let's get the word out to your chapter members, friends and family about this great marketing tool for IAAP. The price for each license plate frame is \$10.00 and we can ship them to you at standard shipping rates.

Thanks to every NCD member for your continued support of your chapters and of the North Carolina Division!

Awards—

Chapter Presidents - don't forget that important deadline date: April 30, 2008. That's the Newsletter, Website, and Brochure competition deadline as well as the "Member of the Year" Award competition deadline. Due to the transition of the NCD website, we are asking Chapter Presidents to submit their nomination essays directly to me via e-mail. I will then forward them to Tamra Goodall CPS/CAP, Southeast District Director, for judging. The nomination essay should be no more than two paragraphs indicating any significant contributions/accomplishments to the chapter and/or in the community, as well as why the member should be the 2007-08 "Member of the Year."

For the Newsletter Award, please submit three (3) of your best chapter newsletters from this year.

For the Website Award, please provide your chapter's correct website address (some have opted to transition to the International website).

Lastly, for the Best Brochure Award, please submit your chapter brochure. If you have questions, please call me or e-mail me. I'll be looking forward to your entries.

Good Luck to All!

Gail Belanger, NCD Vice President

Cruising with Your President-Elect

By Dianne Hughes CPS/CAP

HAPPY SPRING!!!

It has always been my favorite time of the year and it's finally here. I do so enjoy the new growth, the sunshine, the birds and all the evidence that we are alive.

How about that *Leaping Into Greatness* weekend?!?!? What a way to celebrate Leap Year! We had 154 registered attendees, with 60 being students and 55 being first-time attendees. While I truly enjoyed planning the Leadership and Education Forum, it would never have come to fruition without all the help from my fellow members of the Board and our awesome membership. I appreciate those of you who took the time to complete the survey. Please know that each survey has been read and the comments were graphed for an overall number on each event. Overwhelmingly, you responded positively to every event and for that, I thank you. Your comments, suggestions and criticisms will all be taken into consideration when the 2008-2009 President-Elect begins to plan.

I want to take this opportunity to thank the student advisors who took a weekend to attend the Leadership and Education Forum so that the student members could join us. I enjoyed talking with them and found their support of IAAP to be so very rewarding. To Patricia Barnes and Brenda Smith, a special thank you. I appreciate you stepping outside your comfort zones to provide our invocations. The Danville Community College students were super to help with the auction. I am sure their efforts were instrumental in increasing the amount (continued on Page 3)

NCD CHAPTER ROADS TO APW



This month the *Tar Heel News* is featuring Administrative Professionals' Week Events being sponsored by North Carolina Division Chapters throughout the state. An attempt was made to duplicate some of the flyers received for the newsletter, but some of them are not very readable from this conversion. If interested in a particular event, please contact the chapter's president, or check their website through the Division website at www.iaap-nc.org. It is hoped that all North Carolina Division members—Professional, Student, Associate, and Members-At-Large, will have a delightful week April 20-26, and enjoy a special treat of some kind on Wednesday, April 23, Administrative Professionals' Day, or on at least one of the days during this special week. You are to be commended for all you do to keep offices throughout North Carolina "Forward Moving."

Winston-Salem Chapter

Administrative Professionals Day Event

Jim Grobe, Head Football Coach at Wake Forest University will speak on

"Team Power: Together Everyone Achieves More"

Location: Wake Forest University Field House @ BB&T Field

499 Deacon Blvd., Winston-Salem

Exhibitors 4:00-5:30 p.m. Dinner & Speaker 5:45 p.m.

Registration: \$50

Contact: Wanda Ervin, Event Coordinator 336-758-5753

*Proceeds benefit the
Surry Community College
Student Scholarship Fund*

Hickory Chapter

Administrative Professionals Week Luncheon—Seminar

"Encouraging the Heart"

By Charles P. (Chuck) Ewart, CCE, IOM

The Ewart Group, Spartanburg, SC

Wednesday, April 23—12:00 p.m.—4:00 p.m.

Lake Hickory Country Club, 430 17th Avenue NW, Hickory, NC

Registration: Lunch only—\$25; Seminar only—\$25; All—\$40

Contact Terry Starnes: 828/901-5897

**** Celebrating our Chapter's 60th Anniversary ****

(continued from Page 2)

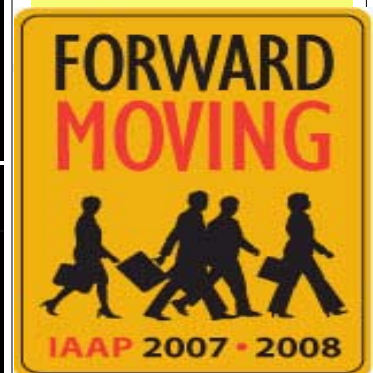
of money we made for the Division through that event.

As I am sure you are, I'm looking forward to the 2008 Annual Meeting in Winston-Salem. I know the Winston-Salem Chapter has been planning and working for over a year on this event, and I know it will be magnificent. So mark your calendars now for June 6-8 and meet your North Carolina Division Board of Directors at Annual Meeting. This is the place and time where the membership decides who will be at the helm of your Division. Don't miss your chance to have a say.

Thanks to each of you for your support as I have served you as your President-Elect. It has been wonderful, and I truly appreciate each and every one of you. I am so looking forward to the 2008 - 2009 year and I know that, with your support, we can continue the progress we have begun in this *Forward Moving on the Route to Success* year.

See you in Winston-Salem!!

Dianne M. Hughes CPS/CAP
NCD President-Elect



*"Many fine things can be
done in a day if you don't
always make that day
tomorrow."*

-Anonymous

International Association of
Administrative Professionals®
North Carolina Division

We're on the Web!
www.iaap-nc.org



International Association of
Administrative Professionals®
On the Road With Melissa .

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(Continued from Page 1)

Because she was admitted to the hospital unexpectedly, President-elect Dianne Hughes CPS/CAP was unable to attend the Incoming Division Presidents' Conference in Kansas City, Missouri, held March 28-29. It was a huge disappointment to her, but she asked that I attend in her place to represent our Division. It was bittersweet, knowing how disappointed Dianne was, but I appreciate having the opportunity to attend IDPC and visit Headquarters. I was able to meet other Division Presidents, incoming Division Presidents, members of the International Board, and Headquarters Staff. We all received valuable leadership training and made new friends. I can tell you that the year ahead will be an exciting one. So let's finish this year strong and put the North Carolina Division in good shape for a head start on the year to come.

Remember, "success is not a destination, but a journey." Let's keep "Forward Moving on the Route to Success!"

I continue to be at your service.

Melissa Mincey CPS/CAP
NCD President

More APW Invitations from Chapters (continued from Page 3)

GREENVILLE CHAPTER

APW Event

Evening Seminar

"Forward Moving

With Your Personal BEST"

By Mary Patterson

Marketing Coordinator

Hyster Capital, Greenville, NC

Location: Pitt Community College

Leslie Building— Room 143

Tuesday, April 22

5:30—7:30 p.m.

Cost: \$10—IAAP Members

\$15—non-IAAP members

(Fee includes deli meal)

Contact: Tina Parker CPS/CAP

919/931-5858

CABARRUS CHAPTER

UWHARRIE CHAPTER

Uwharrie Chapter members will be joining with the Cabarrus Chapter to celebrate Administrative Professionals Week. We are excited to be included with their APW activity since our chapter chartered the Cabarrus Chapter—meeting with them is like family and we always enjoy meeting new members there as well a renewing friendships with those we've known over the years. The celebration will be on April 10th at Hampton Inn, 9850 Weddington Rd. Extended, Concord, NC. A local vendors mart and food will help us celebrate during the Cabarrus Chapter regular monthly meeting.

Jane K. Rogers CPS/CAP

Uwharrie Chapter President

**FORWARD
LEADING**



IAAP • 2007-2008

**FORWARD
THINKING**



IAAP
2007-2008

HOW TO OFFER CONSTRUCTIVE CRITICISM

Giving criticism can be tricky. If you offend someone, the end goal of a successful project could be put in jeopardy. But if you aren't direct, the problems you have identified will not be fixed. So here are some tips on how to make your criticism constructive.

WWYD

No, not "What would Yoda do?" Rather, "What would you do?"

When giving feedback, often you're in a position of authority or have more experience than the person with whom you're working. So chances are you've been down this road before—you've probably made the same mistake or encountered the same problems in the past.

Cite these past difficulties and explain how you personally got past them. Not only will the feedback be useful, but relating your own past experiences shows you empathize with your co-worker. It helps take the bite out of the critique.

THE BEST WAY TO BUILD A HOUSE

You may find yourself in a position where you need to give criticism to someone who is providing a service to you. For example, you have hired a plumber, an architect or kitchen designer. In this case, you won't have your own experience to fall back on, but what you can do is clearly explain what you are looking for. Suppose you've hired someone to build you a new home and they present you with a design you dislike. You won't be able to give constructive criticism on the nuts and bolts of the blueprint or design, but you can better explain what would make you happy. Don't say, "I don't like it...it's just not me." Point out that you don't like arched doorways and the kitchen needs to be much bigger. Specifics are never far from constructive criticism. Also, keep in mind the tone of your words. Rude language, attacking phrases and making it personal will only inhibit a good relationship.

DON'T FORGET TO ASK

Often when giving criticism we just rattle off a list of things we don't like and give suggestions as to how we would make it better. This can often intimidate and make the recipient feel like they are under assault. After your initial critique, remember to take time to ask them how they think it could be better, or where they think things went wrong. At the very least, it won't feel like a "talking to" but a genuine conversation.

(Excerpted from Quill Pen Pal Newsletter, 08/07)

By Angela H. Simmons CPS
NCD Secretary

"You can conquer almost any fear if you will only make up your mind to do so. For remember, fear doesn't exist anywhere except in the mind."

—Dale Carnegie

A GREAT YEAR FOR CERTIFICATION!

It was a great year for certification in the North Carolina Division. Please join me in congratulating the following:

May, 2007 *Miriam Appleton CPS, JOL Chapter
 Karen Belcher CPS, Member-At-Large
 Pam Elliott CPS, Durham Chapter
 Sienna Cowell-Clement CAP, Charlotte Chapter
 *Karen Roth CPS/CAP, Charlotte Chapter
 Darnise Starr CAP, Charlotte Chapter
 Norma Bain CPS/CAP, JOL Chapter
 *Davandra Reed CPS/CAP, Metrolina Chapter

November, 2007 *Vanessa Jones CPS, Charlotte Chapter
 *Cathy Dragonette CPS, Raleigh Chapter
 Phoebe Thomas CPS, Winston-Salem Chapter
 Jane Oakley CPS, Member-At-Large
 *Melina Woods CPS, Hickory Chapter
 *Faith Hill CAP, Winston-Salem Chapter
 *Vanessa Eads CAP, Member-At-Large

Recertifications, 2007

Mary Ann Schiller CPS/CAP, Land of the Sky Chapter
 *Teresa Worthy CPS/CAP, Gastonia Chapter
 Cheryl Taylor CAP, Wilson Chapter
 LaTasha Moore CPS/CAP, Goldsboro Chapter
 Martha Glover CPS/CAP, Non-Member
 *Gail Hickman CPS/CAP, Member-At-Large
 Vicki Pettit CPS, Inactive
 *Sandra Stotesbury CPS/CAP, Land of the Sky Chapter
 Barbara Richards CPS/CAP, Cabarrus Chapter
 Theresa Karr CPS, Raleigh Chapter
 Alana Taylor CPS/CAP, Inactive
 Joan Roggenkamp CPS, Winston-Salem Chapter
 Jordice Cone CPS, Non-Member

*Asterisk denotes those recognized at the Leadership and Education Forum in High Point on March 1.

Also, hats off to the members of this year's Education/Certification Committee: Brenda Conner CPS/CAP, covering Land of the Sky (Asheville), Burke County, Caldwell County and Hickory Chapters; Darnise Starr CAP, covering O. Henry (Greensboro), Furniture City, Statesville, and Winston-Salem Chapters; Rindi Bowman CPS, covering Catawba County, Charlotte, Gastonia, Metrolina (Charlotte), and Uwharrie (Albemarle) Chapters; while I cover Durham, Goldsboro, Greenville, Henderson, Jacksonville-Onslow-Lejeune (JOL), Raleigh and Wilson Chapters.

See you in Winston-Salem in June!

Sarah A. Joyner CPS/CAP, Director
 Education/Certification Committee

Calendar of Events

April 20-26—Administrative Professionals Week®

April 23—Administrative Professionals Day®

June 6-8—NCD Annual Meeting, Twin Quarter, Winston-Salem, NC

July 27-30—IAAP International Leadership and Education Forum, Hilton Riverside, New Orleans, LA

October 19-22—IAAP Certification Conference, Grand River Hyatt Hotel, Denver, CO

July 26-29, 2009—IAAP International Leadership and Education Forum, Minneapolis, MN

DON'T FORGET!!!

***Make reservations for the NCD 42nd Annual Meeting
 Twin City Quarter—Winston-Salem, NC
 June 6-8, 2008***

***All seminars require business attire.
 Friday evening is business casual.
 No jeans, T-shirts or loungewear, please!***

The First "Apprentice" To Speak at North Carolina Division Annual Meeting

The Winston-Salem Chapter will be hosting the North Carolina Division Annual Meeting, June 6-8, 2008. The Chapter's Planning Committee is excited that Bill Rancic will be the keynote speaker. Rancic was the winning contestant on the first season of *The Apprentice* TV show. He is the author of *You're Hired: How to Succeed in Business and Life*. Please note: There will be a time for book signing, but there will be no book sales at the meeting. If you wish to have your book signed by Mr. Rancic, you must purchase it and bring it with you to the Annual Meeting.



***"April
 Showers
 Bring***

***May
 Flowers"***



MORE INVITATIONS TO APW EVENTS

(continued from Page 2)

O.Henry Chapter, Greensboro

*In Celebration of
Administrative Professionals Week
You are Invited to Attend a
Special Avery Dennison Seminar*



DATE: Tuesday, April 22nd
TIME: 6:00pm
LOCATION: Greensboro Central Library
 219 N. Church Street
RSVP TO: Karen Mabe – 336-412-3926
 karenm.mabe@greensboro-nc.gov



*Free Sample Pack for Each Attendee,
and a special APW offer from Avery® and Cheryl & Co.*



**With any \$75
Avery product
purchase!**



Charlotte Chapter



Charlotte Chapter of IAAP®

(International Association of Administrative Professionals)
presents

Hats Off To Women

Spring Fashion Show & Ladies Tea

In celebration of *Administrative Professionals Week*
featuring clothing from



Coldwater Creek®

Saturday, April 19, 2008
from 2:00PM – 4:00PM at



10605 Park Road, Charlotte, NC 28210 (704)541-1148

Catering by **Something Classic**

\$25 per ticket

All attendees will receive coupons for Coldwater Creek and **BLACKLION Favors and Door Prizes too!**

Jacksonville-Onslow-Lejeune Chapter

5th Annual Administrative Professionals' Celebration

Join us and reward your administrative professional with this exciting breakfast event! Hear an inspiring message and enjoy the food, fun and door prizes as we honor the Administrative Professional of the Year.

Date: Tuesday, April 29, 2008
Time: Check in - 8:00 am
Program Starts - 8:30 am

Location: Meridian Station
10000 Meridian Parkway, Suite 100, Meridian, MS 39075
For more information, please call 662-939-1111 or visit our website at www.meridianstation.com.
We look forward to seeing you there!

Cost: \$12 (includes breakfast)
Pre-registration is required!
Call 916-347-2541, ext. 225.

Keynote address by Dr. David Hooper

Discovering Your 5 Points of Power

Your identity and purpose provides a pathway to your destiny and to your future. You can discover it now! Join Dr. David Hooper as he shares his 5 Points of Power, a life-changing message that will help you live your best life.

Dr. David Hooper, author of your destiny is yours, will share his 5 points of power, a message that will help you discover your destiny and your purpose. He will share his 5 points of power, a life-changing message that will help you live your best life.

To continue discovering Administrative Professionals
@ <http://www.wjtc.com/12-online.org>

Sponsored by

Five Children's
Fund

Presented by
Central Florida Chapter of Southern
Central Florida Community College
JCC Chapter of
Central Florida Community College

Raleigh Chapter



 **CELEBRATE**
Administrative Professionals Day®
2008

With the
International Association of Administrative Professionals®
Raleigh Chapter

Relax...
Refresh...
Renew...



Peace College
15 East Peace Street, Raleigh, North Carolina
April 22, 2008

The Administrative Professionals Week® ("APW") is an annual event which was originally organized in 1952 as "National Secretaries Week" by the National Secretaries Association (now known as the International Association of Administrative Professionals® ("IAAP")). APW was established as an effort to recognize secretaries for their contributions in the workplace, and to attract people to secretarial/administrative careers. In the year 2000, IAAP announced a name change for Professional Secretaries Week and Professional Secretaries Day. The names were changed to Administrative Professionals Week and Administrative Professionals Day ("APD") to keep pace with changing job titles and expanding responsibilities of today's administrative workforce. Over the years, APW has become one of the largest workplace observances.

Relax, Refresh and Renew was chosen by the APW Committee as the 2008 theme focusing on the Celebration of You and your contributions to the Chapter. So if no one has said it yet... **The 2007-2008 Raleigh Chapter Board of Directors** and the **Members of the APW Committee** thank you for celebrating this world-wide event with us!!! We hope you had a great evening. Please do not hesitate to visit our website at www.raleighiaap.org and/or join us for one of our regular membership meetings (schedule listed on website).

Silent Auction

Heavy hors d'oeuvres
and Refreshments

Raffles, Door Prizes & More!

Demonstrations

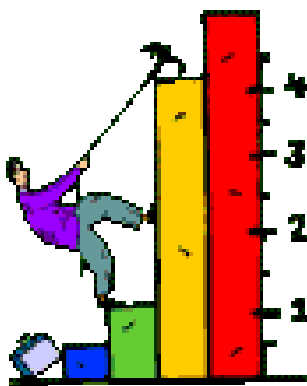


International Association of Administration Professionals®

North Carolina Division Membership Challenge For Administrative Professionals Week®

The North Carolina Division Membership Committee challenges the Chapters throughout the Division to grow our Division through member retention and recruitment. The chapter with the highest "net" increase in members for the month of April will receive a \$50.00 gift certificate. The member responsible for the highest number of new members (**over 5**) will receive a \$25 gift certificate. The awards will be presented at the NCD Annual Meeting.

Are you ready for the challenge??



Wear Your IAAP Pins to Work

**Wear your IAAP Pins to work to promote our Association.
Please report any negative or positive feedback to our North Carolina Division
Membership Director.**

Davandra Reed CPS/CA
NCD Membership Director – Davandra.reed@cpcc.edu

WELCOME NEW MEMBERS!

Below are names of new members to the North Carolina Division , IAAP, who joined in December, January, and February. Their names were unavailable to us when the last Tar Heel News was published. If known, the new member's recruiting sponsor is listed, as well as whether a Professional Member (PR), a Student Member (ST), or an Associate Member (AS). Welcome All!

<u>Member</u>	<u>Type</u>	<u>Sponsor</u>
Gina Curcuru	PR	Heather Devereux
Janice O. Ingram	ST	
Natasha D. Nixon	ST	Denise F. Askew
Bonnie E. Rae	PR	Wanda L. Ervin
Dorothy G. Withers	PR	
Sharon C. Allen	ST	
Anthony B. Bennett	ST	
Taniega J. Blount	ST	Tina H. Parker CPS/CAP
Rhonda D. Bradley	ST	
Michelle Davis	PR	Karen M Burgess CPS/CAP
Victoria N. Davis	ST	Tina H. Parker CPS/CAP
Sheryl Eldridge	ST	
Marie J. Hensley	ST	
Tracy Y. Hipp	ST	
Tracy D. Hodge	ST	
Shirley L. Hudson	ST	
Reinhild D. Huneycutt	PR	
Barbara R. Huskey	ST	
Tanglie M. Jones	ST	
Tanja M. Leduc	PR	
Brenda S. Love	ST	
Deborah A. Martin	ST	
Vanessa McDade	PR	
Jacqueline S. Mosteller	PR	
Victoria L. Olson	PR	Gayle R. Tyson
Daisey E. Randall	ST	
Gayle Scott	PR	Kavita M. Gupta
Tammy L. Scott	ST	
Ashley E. Sears	ST	
Valerie G. Singleton	ST	
Sherie H. Thomas	ST	
Mae E. Turner	ST	
Melinda M. Ward	PR	Nancy Ortiz
Debbie B. Ware	ST	
Jessica A. Wilson	ST	
Ellanie E. Young	PR	Janet Tucker
Jessica M. Hottle	ST	
Jane A. Creed	ST	
LouTishia E. Linker	ST	
Shelby P. Marlow	ST	
Kathy K. Salzman	ST	
Gene Torres	ST	
Judith L. Uthe	ST	
Jessica G. Brogan	ST	
Cristina Sanabria	ST	
Susan E. Wilkie	ST	
Crystal P. Barlow	ST	Davandra E. Reed CPS/CAP
Gladys L. Suggs	PR	
Cindy M. Allen	PR	Trina Savage